

Jay Ereira

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Jay is a highly proficient service leader with 22 years' experience managing business units through quality improvement, reorganisation and transformation cycles. Jay has a proven background of delivering customer excellence and exceeding the customers' needs, by delivering real solutions for real problems. He is able to identify and analyse issues quickly, using key skills supported by Lean Black Belt Six Sigma and PRINCE2 methodologies, that have resulted in a substantial track record of initiating and driving change, improving service, products and systems, whilst promoting quality and standards.

EXPERTISE/KEY SKILLS

Strategic Development & Business Planning

- Business plan preparation to support new business venture / expansion.
- Turn around performance improvement & cost reduction strategies.
- Identification of areas for growth, planning & realisation tactics.
- Business / service restructuring, to meet the needs of your customer.
- Business acquisition, sale & merger implementation.

Example: Successfully initiated & led a restructuring of service, aftersales & support functions. The objectives were to centralise 6-national service centres, reduce the head count by 50%, implement improvements to customer service & process efficiencies, whilst establishing robust, accountable vehicle maintenance procedures for the new central service operation. The project was delivered on time & with cost savings realised, processes reviewed, streamlined & measurable. The resultant service offering delivered both measurable & accountable service improvements for the customer as well as real time MI to the business.

Project Management

- Powerful project planning and implementation skills - delivery focused.
- Experienced in product & service improvement, supply chain framework, customer-centric projects.
- Comprehensive project life cycle: configuration management and change management.

Example: Effectively project managed a 'business carve out' and sale of a Tool & Equipment rental operation. The project involved the identification, condition report & market valuation of 29,000 assets distributed nationwide. The sale included staff TUPE located across multiple operating sites, property, stock, service and compliance data. The sale was completed within the deadline, with sale revenue expectation exceeded. The customers 'business as usual' service was not interrupted during the sale or asset handover process.

Process Improvement

- Quality improvement supported by Lean Six Sigma methodologies.
- Delivering & exceeding stakeholder service expectation using Lean processes, performance measures & continual improvement strategy planning.

Example: Effectively reengineered & centralised the national regulatory testing & planned maintenance events scheduling process. This involved data validation & cleansing for information gathered from 26 sites nationally for 6000 HGV vehicles. The process improvements delivered real time accountabilities, risk visibility & cost saving for the business as well as measurable service improvement for the customers.

CAREER HISTORY

Prior to becoming a consultant, Jay held several Head of Service / Operations Director positions in the automotive vehicle leasing and plant equipment hire industries, supplying products and services to a multitude of different industry customers in both public and private sectors.

PERSONAL INFORMATION

Jay lives in Norfolk with his wife. He spends his spare time keeping fit (walking, running & cycling) listening to music and travelling.

CONTACT

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